

CALNET II RFP DGS-2053
Question and Answer Set #20
February 7, 2006

93. In 4.5.1—Performance Deficiencies and Charges, the State has outlined Deficiencies, Resolution Options and Rights and Remedies. Although all the categories are defined, we can not find the sequence that the State will use. Since the State's objective "is not to levy charges, but improve performance" we would expect that all appropriate Resolution Options to correct would be exhausted before Rights and Remedies would apply. Are we correct?

Performance Deficiencies and Charges are defined in Section 4.5.10, not 4.5.1. In the interest of timeliness, the State interprets the questions as referring to 4.5.10.

The State acknowledges the Bidder's concern. As a matter of Contract Program Management, the State's Program Manager and the Contractor's Dedicated Program Manager will endeavor to reconcile program issues before they escalate. However, in doing so, the Contractor is not relieved of the requirements set forth in the RFP.

In Table 4A—Performance Deficiency Charges, the State has identified Performance Obligations, Deficiency, Resolution Options for Performance Deficiencies, and DTS/ONS Rights and Remedies Including Performance Deficiency Charges. The objective of the State was to assign remedies or deficiency charges where it could identify the desired action and quantify the resulting impact. Where the Table does not contain an entry in the Resolution Options for Performance Deficiencies column, the Rights and Remedy and/or charges for that deficiency will apply. If the Resolution Options for Performance Deficiencies options contains an entry, the identified option would be exercised before a final remedy is executed.

94. How many toll free lines does the State need to have in CALNET II? Switched and dedicated? How many calling cards will need to be covered?

The State cannot project the number of toll free lines (switched or dedicated) access or calling card requirements for CALNET II. Based on November 2005 inventory data provided by the incumbent CALNET Contractor, there are a total of 6429 toll free numbers and 7015 calling cards in service.